(d) DE(OD)IDE(FRS)SDO etc. are helpful and attending to complaints. These officers are avillable to listen to the subscribers complaints from 3 pm to 4 pm on all working days (except Saturday).

(e) No Sir. All written complaints as well as those booked on 198/2198 are attended by the concerned staff.

(f) Does not arise.

Complaints on 198

2653. SHRI VIRENDRA KATARIA:
SHRI JAGIR SINGH DARD:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the operator of telephone complaints No. 3712198 is not available for registering the complaints of subscribers of telephone level 371;

(b) if so, whether Government propose to make a surprise and periodic check in this regard;

(c) the number of telephone complaints registered by subscribers of '371' level on 16th July, 1994, telephone number-wise and time-wise and subsequent reminders received in each case;

(d) the dates when the complaints registered on 16th July, 1994 of level '371' were attended to;

(e) the complaints registered on 16th July, 1994 which have not so far been rectified; and

(f) the responsibility fixed on erring officials?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir, 371 subscribers can book complaints either on 198 or on 3712198 and both these booking numbers are at the same place.

(b) Frequent test calls are made by the controlling officers of the exchange and also made by a centralised observation team of the Operation Planning Cell for checking the working of this service.

(c) and (d). List of the complaints registered on 198/3712198 position on 16.7.94 and date of clearance of faults in respect of Level '371' numbers is as per Statement *(see* below)

(e) All the complaints booked on 198/3712198 on 16.7.94 have been attended to and no complaint is pending.

(f) Does not arise.

Statement

Record of Complaints Registered on Level 198/3712198 Complaint Position Dt. 16.7.94

Sl. No	Telephone No.	Booking Time	Clearance Date
1.	3710072	07.20	16.07.94
2.	3710067	07.40	16.07.94
3.	3713113	08.20	18.07.94
4.	3716605	08.35	16.07.94
5.	3712446	09.05	-do-
6.	3710507	09.45	-do-
7.	3711093	09.55	-do-
8.	3719525	10.00	18.07.94
9.	3719273	10.20	16.07.94
10.	3713967	10.21	-do-

Sl. No	Telephone No.	Booking Time	Clearance Date
11.	3715423	10.22	16.07.94
12.	3719116	10.30	-do-
13.	3714587	10.31	-do-
14.	3715569	10.32	-do-
15.	3713097	10.40	-do-
16.	3718060	10.47	-do-
17.	3719089	11.00	-do-
18.	3718099	11.10	-do-
19.	3719090	11.25	-do-
20.	3715569	11.30	-do-
21.	3713591	11.40	-do-
22.	3718301	12.15	-do-
23.	3710119	12.20	-do-
24.	3712160	12.22	19-7-94
25.	3717199	11.40	16-7-94
26.	3719116	12.50	-do-
27.	3713223	13.00	-do-
28.	3719273	13.10	-do-
29.	3713375	13.45	-do-
30.	3715398	14.02	-do-
31.	3717313	14.07	-do-
32.	3718301	14.20	-do-
33.	3711400	14.32	-do-
34.	3712446	14.50	-do-
35.	3713404	15.10	18.07.94
36.	3713435	15.18	16.07.94
37.	3713405	15.25	18.07.94
38.	3713448	15.52	16.07.94
39.	3715423	16.00	-do-
40.	3710507	16.25	-do-
41.	3711540	16.42	-do-
42.	3713536	17.10	-do-
43.	3714587	17.55	-do-
44.	3715569	17.58	-do-
45.	3716590	18.10	-do-
46.	3719525	18.20	18.07.94
47.	3712692	19.10	16.07.94
48.	3714630	19.40	18.07.94
49.	3715663	20.00	-do-

Cut In Collect Call Tariff

2654. SHRI SANJAY DALMIA:
SHRI AJIT P.K. JOGI:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) what will be the net effect of the recent cut in tariff in "Collect call" services from India to USA by some American telephone companies; and

(b) whether as a result of the ongoing war amongst the American companies, the ultimate beneficiaries will be the consumer, if so to what extent?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS